Alumni & Stakeholder Relations Officer (MDHS)

POSITION NUMBER 0059165

PROFESSIONAL CLASSIFICATION UOM 6 - $92,749 - $100,397 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed Term

OTHER BENEFITS https://about.unimelb.edu.au/careers/staff-benefits

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY Lauren Yee

Tel +61 3 9035 4845
Email lauren.yee@unimelb.edu.au

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

Position Purpose:

The Faculty of Medicine, Dentistry & Health Sciences (MDHS) is the University’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research.

Reporting to the Alumni and Stakeholder Relations Manager (MDHS), the Alumni and Stakeholder Relations Officer (MDHS) will play a critical role in supporting the co-ordination and delivery of engagement initiatives that strengthen relationships between the Faculty of Medicine, Dentistry and Health Sciences and its alumni and stakeholders.

Key responsibilities include supporting the planning and implementation of a strategic program of alumni engagement events and initiatives, as well as facilitating communications with alumni. Responding to enquiries, undertaking research and reporting, and alumni data management are also key components of the role.

The Alumni and Stakeholder Relations Officer (MDHS) will interact broadly with Advancement colleagues, especially those in the Alumni Relations Shared Service, University leadership, Faculty executives, alumni, donors and volunteer leaders in industry and community. An ability to work effectively and collaboratively with stakeholders internal and external to the university, high-level organisational and project coordination skills, and an ability operate within strict deadlines and budgets are required competencies.

Reporting line: Alumni & Stakeholder Relations Manager, MDHS

No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A
Key Responsibilities

Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate

- As part of the Faculty of Medicine, Dentistry and Health Sciences cluster, assist with the implementation of the faculty’s alumni strategy, and where suitable, take a lead role in delivering programs and projects with a focus on alumni engagement.

- Work with the Alumni and Stakeholder Relations Manager (MDHS) and Advancement Shared Service teams to run programs and activities utilising both face-to-face and digital elements as appropriate.

- Provide communications support and briefings for key alumni initiatives and events across the faculty, including promotion of School and Department initiatives.

- Provide excellent internal and external stakeholder management, including working with alumni volunteers and professional and academic colleagues across the faculty.

- Undertake event planning, including all project documentation, budgets, sourcing and managing suppliers, provide briefings, and drafting post event reports and evaluation, along with ensuring correct University protocol is followed at all times.

- Act as a key point of contact and provide exceptional customer service and administrative support for enquiries relating to the faculty’s alumni and stakeholder community.

- Ensure that intelligence/data on individual alumni and cohort prospective donor, benefactor and sponsor interests, linkages and networks and involvement with the University is recorded, updated and shared as appropriate on the CRM database to inform the University’s corporate relations, enterprise and philanthropic activities.

- Ensure Advancement program objectives are met within set timelines, resources and budgets and in accordance with the University’s compliance and branding policies.

- Serve as an active member of the Advancement team, encouraging a strong, supportive, safe and enjoyable office culture and modelling desired behaviours to achieve this.

Selection Criteria

1.1 ESSENTIAL

Education/Qualifications

- Tertiary qualifications in a relevant discipline and/or equivalent mix of education and relevant experience.

Knowledge and skills:

1. Well-developed written and oral communication skills including high level of accuracy and attention to detail with the ability to draft, edit and proof communications materials.
2. Experience in event and project co-ordination, including demonstrated ability to deliver all elements of a project or event on time and within budget.

3. Experience in volunteer and/or stakeholder liaison with the ability to effectively build networks and collaborate with a wide range of internal and external contacts to maximise the success of an event or program.

4. Excellent organisation and time management skills with the ability to plan and prioritise tasks, including ability to work under pressure and to tight deadlines.

5. Ability to work autonomously, follow policies and procedures and understand how they are applied across a complex structure, be self-motivated, problem-solve within own task responsibilities and take a proactive ownership towards achievement of results.

6. A strong team player demonstrating flexibility, adaptability, reliability as well as enthusiasm and positivity.

7. Proficiency in a range of computer applications, including the Microsoft Office suite and complex CRMs.

**DESIRABLE**

Experience working with volunteers.

Experience working in a large complex organisation.

**OTHER JOB RELATED INFORMATION**

Occasional work outside normal office hours may be required.

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**Job Complexity, Skills, Knowledge**

**LEVEL OF SUPERVISION / INDEPENDENCE**

The Alumni and Stakeholder Relations Officer (MDHS) will receive direction and supervision from the Alumni and Stakeholder Relations Manager (MDHS). The successful candidate will be expected to work under this supervision following clear directives but showing initiative and a self-starter ethos.

**PROBLEM SOLVING AND JUDGEMENT**

The Alumni and Stakeholder Relations Officer (MDHS) requires strong skills in creativity, service provision, judgement and stakeholder management. Working within a complex environment, this role requires the ability to creatively and collaboratively develop and execute engagement initiatives, respond quickly to changes and demands, whilst maintaining accuracy and ensuring outcomes. A high degree of customer service and problem-solving skills are required. This will include successfully being able to
interpret engagement requirements and develop and execute activities which contribute to the faculty’s alumni engagement targets.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Alumni and Stakeholder Relations Officer (MDHS) must develop and maintain a good working knowledge of University structures, policies and environment, as well as an understanding of stakeholder engagement best practices and Advancement procedures.

RESOURCE MANAGEMENT

NA

BREADTH OF THE POSITION

The successful candidate will be required to apply a broad range of skills in stakeholder engagement and program management to support Advancement and the faculty.

Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:
These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

**Other Information**

**THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

**ADVANCING MELBOURNE**

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.
GOVERNANCE

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance

ADVANCEMENT

https://www.unimelb.edu.au/advancement

Advancement is a service that supports institutional and faculty priorities through fundraising and engagement of alumni communities. Advancement at Melbourne develops strategy and implements programs in lockstep collaboration and partnership with university leadership faculties and our professional colleagues.

Whether located in central teams or in faculties, Advancement staff report through the Senior Directors in the Senior Advancement Leadership Team (SALT) to the Executive Director of Advancement. The Executive Director of Advancement reports to the Vice-President of Advancement, Communications and Marketing, who is a member of the University’s Executive team.

Our culture

Advancement has a strong culture of collaboration within the team and across the University. This is reinforced by a set of values and behaviours to which all staff members subscribe and are held. This is augmented by a set of principles, known as One Advancement, that bring the values and behaviours to life.

UoMA’s Vision – Partnering for Impact

Advancement is a catalyst that leads to positive impact on the University, the city, the state, Australia and the world.

Mission

We do this in deep and genuine partnership with our generous alumni, supporters and academic colleagues.

To do this we will work in partnership with:

- Academic and professional colleagues to identify, curate, hone and present wonderful philanthropic and engagement opportunities that support our outstanding researchers, teachers and students and the spaces in which they live and work
- Donors to match and connect these opportunities to their passions
- Alumni, friends and current students to develop mutual and lifelong benefit by sharing skills, expertise and networks

Guiding Principles
Foundation Values
Our work will always be guided by our Values:

- **Integrity** – we are honest, trustworthy, understanding and sincere
- **Collaboration** – we are supportive of each other and work as a team toward improved collective outcomes
- **Innovation** – we prize creativity and act with courage to progress our objectives
- **Professionalism** – we are committed, focused, accountable, respectful and proud of the work we do

Behaviours
We look to encourage the following behaviours across Advancement:

- **Prioritise** based on our strategic direction and purpose
- **Don't go it alone** – explore and exchange expertise, knowledge and institutional memory with colleagues across Advancement
- Be willing to **innovate and test new approaches**
- Support each other to **think, speak and act courageously** in pursuit of the best outcomes
- Be **responsive and decisive** taking both personal and collective **accountability**

We are ‘One Advancement’ working together towards collective goals
We are driven both by **university strategies** and the opportunities presented by **our supporters’ passions**
We strive for outcomes through **strong partnerships that deliver impact** – both with university colleagues and with our community stakeholders
We create opportunities for the university to come together with supporters to **make a difference in the world** and benefit the communities with whom we engage
We build **enduring, purposeful relationships** that are stakeholder-centric and mutually-beneficial
Our decision making, and resource allocation are based on **expert knowledge, research insights and data**
We recognise the impact of both **financial and non-financial contributions**
We operate **sustainably** at both the organisational and personal levels

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